

Asian Language Legal Intake Project (ALLIP)

Concept Overview

The Asian Pacific American Legal Center (APALC), in partnership with Neighborhood Legal Services (NLS), Legal Aid Foundation of Los Angeles (LAFLA), and Legal Aid Society of Orange County (LASOC) have created ALLIP to improve access to legal services to the now-underserved low-income Asian populations, specifically the Chinese and Vietnamese communities.

Approach

To do this, the project has created a coordinated hotline system to:

1. Receive calls wholly in the native languages of these populations;
2. Complete an intake sheet (conflicts, geography, income/assets, alien status) that contains the client's basic information, as well as completed questionnaires focused on the specific issues of the client needed by APALC, NLS, LASOC, and LAFLA to effectuate representation (if needed);
 - a. Determine whether or not a conflict exists internally at ALLIP as well as APALC (*i.e.*, since APALC staff will be assisting in overflow calls on the Hotline during the start-up period);
 - b. Diagnose the legal problem using standardized questionnaires. Questionnaires were created by groups made up of staff from the four partner agencies and will contain the standard questions an advocate should ask to reveal the client's basic legal issues, for each major area of law covered by the Hotline. Some examples include: Divorce, Bankruptcy, Eviction, Welfare Termination;
3. Provide full counsel and advice on the client's legal matter, using standardized "scripts" whenever possible (the scripts were created by the same groups responsible for the questionnaires);
4. Offer accurate referrals to other agencies (if applicable). ALLIP will strive to keep an updated database of agencies and pro-bono attorneys who specifically service the API community.
5. Determine whether any partner agency will consider this type of case for a level of service beyond counsel and advice using a chart of common cases and case-acceptance criteria. If unique set of facts in a meritorious case, make a special call to the appropriate partner agency;
6. If a case is appropriate for referral, after considering the case acceptance criteria, the geography of the client and the specialty areas of the partner agencies, the Supervising Attorney will route the client's information (Name, DOB, SS #, Adverse

- Party) via an email to the proper partner agency, for possible representation. After a second level conflict check has been conducted at the referred partner agency, the case should be accepted. If there is a conflict or they do not have the ability to take the case for some other reason, the partner agency would return the application to ALLIP for further action/routing;
7. Continue to train staff across all programs and provide opportunities for as much face-to-face interaction as possible (likely using video conferencing in a future phase of the project).

Technology Overview

- The hotline will use an Automatic Call Distribution (ACD) to queue callers.
- Calls will be transferred between agencies using a PRI system, which will enable excellent quality at a lower price than voice over IP.
- Data Transfer: If the caller has a legal matter that is considered for additional services beyond counsel and advice, (a) the caller's application will be routed with basic information only (Name, DOB, SS#, Adverse Party) to the appropriate agency for a conflict check, and (b) if no conflict exists, the intake information and completed questionnaires will be transferred electronically to the agency. Each partner agency will have a bridge database created to allow the full integration of the ALLIP cases into their existing database. This will enable seamless representation of the ALLIP client since the advocate will be familiar with the form of the data.
- Advocates will access the database via a secure web browser; case information will be transferred in delimited text format so that data received at each individual program can easily be imported into the respective case management systems.